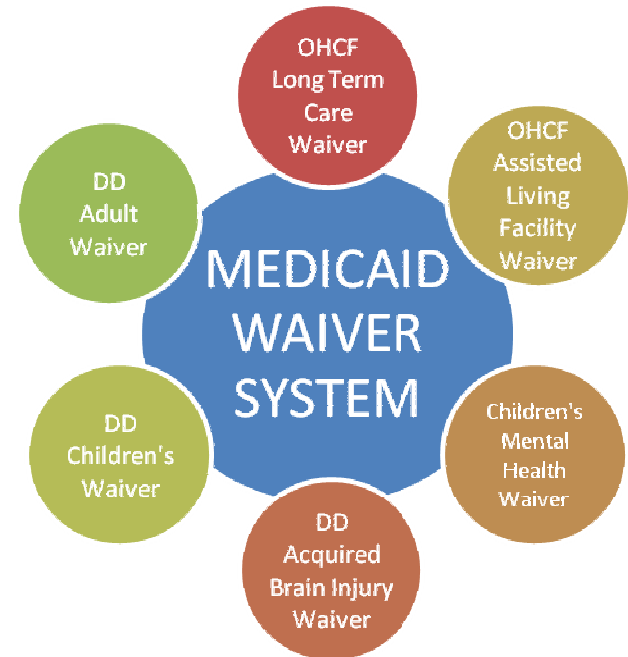


## Medicaid Waivers Going Electronic!

The State of Wyoming's Department of Health (WDH) is currently undertaking a substantial project to develop a common web-based system to electronically manage its Medicaid Waivers. WDH currently manages six Home and Community Based Services Waiver Programs (see illustration on the right) to provide Medicaid funding and care for eligible participants with special needs beyond those covered by the Medicaid State Plan. State Program staff members process applications, coordinate assessments, compile required documents, determine eligibility, manage an applicant waiting list (for active service funding), and maintain a variety of case management and other information pertaining to each participant's Plan of Care. In today's environment, this involves a LOT of communication and paper handling!

Case managers for the Long Term Care and Assisted Living Facilities Waivers may already be submitting and managing participants' plans of care electronically through a Citrix login to the WDH. Case managers for Developmental Disabilities Waivers and Family Support Coordinators for the Children's Mental Health Waiver have had to submit plans either through the mail or by fax.

The new Medicaid Waiver System will take the Plan of Care submittal and management from both Citrix and paper-based forms to a web-based platform (i.e., you will use the internet to access the system). The system will serve as a central location for all application paperwork. It will also be extended to incorporate the waiver application and eligibility evaluation process.



## What Does This Mean For Me?

The new Waiver System will provide for much more efficient tracking, evaluation, and maintenance of an applicant's file (or 'case') and Plan of Care as it will become an "online process". Documents (including hard copies that have to be signed by applicants) can be submitted via fax, email or document upload and included with each person's application. Timelines will be tracked electronically to ensure that all contributors to an application or to a participant's Plan of Care are up-to-date on the status of the case. Correspondence between parties involved in a waiver application or creating a Plan of Care will be electronic and up to the minute.

## A Joint Effort:

In order to include the voice of all of our system users, we are collaborating with Case Managers and the Department of Family Services staff in the various designing and testing aspects of our new system.

## The Bottom Line?

**Less time figuring out the next steps for a participant's paperwork.**

- Everyone involved will know exactly what status an application or Plan of Care is in.
- Better integration and communication between WDH, case managers, providers, and Department of Family Services.
- Access to complete information at your fingertips.
- More time for you to spend with program participants = **better served applicants, participants, and families!**

## Important Dates to Know:

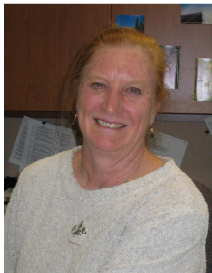


## When Will I Get More Details?

The “Waiver Project News” newsletter will be published periodically as this year goes on. You can access these through your Division’s web site or through your Division’s current newsletter and announcement distribution channel.

## Who to Contact with Questions:

You can contact your WDH Division’s Program contact (below) with any questions you may have:



**Developmental Disabilities Division (Adult Waiver, Children’s Waiver, and Acquired Brain Injury Waiver):**  
***Beverly Swistowicz***

Phone: 307-777-3321

Email: [beverly.swistowicz@health.wyo.gov](mailto:beverly.swistowicz@health.wyo.gov)



**Office of Healthcare Financing Division (Long Term Care Waiver and Assisted Living Facilities Wavier)**  
***Vereen Bebo***

Phone: 307-777-7366

Email: [vereen.bebo@health.wyo.gov](mailto:vereen.bebo@health.wyo.gov)



**Mental Health and Substance Abuse Services Division (Children’s Mental Health Waiver)**  
***Sarah Flack***

Phone: 307-777-5061

Email: [sarah.flack@health.wyo.gov](mailto:sarah.flack@health.wyo.gov)

As the project continues to progress, there will be a Frequently Asked Questions (FAQs) resource available to you through your Division’s web site. Look for more information to come!